

**STATEMENT OF WORK**  
**JANITORIAL SERVICES**  
**VA PACIFIC ISLANDS HEALTH CARE SYSTEM**  
**KAUAI VET CENTER**  
**SUITE 101**

**1. GENERAL INFORMATION**

The contractor shall furnish all labor, supervision, equipment, supplies, materials, transportation and resources necessary to perform janitorial services for the Kauai Vet Center located at **4485 Pahe'e Street, Suite 101, Lihue, HI 96766**. The square footage is approximately 2,600 square feet. This is a firm-fixed price contract. The contract performance period will be a base year and four option years (dates may be adjusted at time of award).

**2. SCOPE**

Contractor shall furnish all necessary labor, supervision, labor, tools, equipment, materials, supplies and consumables to provide janitorial services for the VA Pacific Islands Health Care System (VAPIHCS), Kauai Vet Center (see above note for location).

**3. BASIC CLEANING SERVICES**

**2 TIMES WEEKLY (TUESDAYS & FRIDAYS):**

- 3.1 Empty trash receptacles (7 ea)
- 3.2 Sweep/dust mop/or vacuum hard surface floor (vinyl tile) in kitchen and storage room (approximately 647 sq. ft.)
- 3.3 Damp mop hard surface floor in kitchen and storage room (approximately 647 sq. ft.)
- 3.4 Spot clean and vacuum all carpeted areas (approximately 1,953 sq. ft.)
- 3.5 Disinfect kitchen counter, table, and sinks

**3.2 ONCE MONTHLY (1<sup>ST</sup> TUESDAY):**

- 3.2.1 Spot clean and vacuum cloth upholstered furniture to include 1 microfiber sofa, 28 cloth fabric chairs, 3 hi-back office chairs, and 1 mid-back office chair.

**3.3 QUARTERLY (DEC, MAR, JUN & SEP):**

- 3.3.1 Shampoo all carpeted areas (approximately 1,953 sq. ft.) to include moving and replacing movable furniture & other items
- 3.3.2 Clean air conditioning registers, vents, and ceiling tiles next to the registers
- 3.3.3 Clean inside of 5 glass picture windows (each window approximately 3'x 5.5')

**3.4 SEMI-ANNUALLY (MAR & SEP):**

- 3.4.1 Strip and wax hard surface floor (vinyl tile) in kitchen and storage room, area: approximately 647 sq. ft.

**3.5 ANNUALLY (SEP):**

- 3.5.1 Clean/shampoo all cloth upholstered furniture - to include 1 microfiber sofa, 28 cloth fabric chairs, 3 hi-back office chairs, and 1 mid-back office chair.
- 3.5.2 Clean leather furniture - to include 3 sofas, 1 loveseat, 1 chair, and 3 hi-back office chairs, and

1 mid-back office chair

#### **4. PLACE OF PERFORMANCE:**

4.1 Services to be performed at the Kauai Vet Center, 4485 Pahe'e Street, Suite 101, Lihue, HI 96766.

#### **5. HOURS OF OPERATION:**

5.1 The normal hours of operation are from 8:00AM to 4:30PM, Monday – Friday, excluding Federal holidays. Holidays observed are: New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Christmas Day, and any other day specifically declared to be a holiday by the President of the United States.

#### **6. PERIOD OF PERFORMANCE:**

6.1 The performance period will consist of a Base Year and four One Year Options.

Base Year: on/about	October 1, 2015 through September 30, 2016
Option Year One:	October 1, 2016 through September 30, 2017
Option Year Two:	October 1, 2017 through September 30, 2018
Option Year Three:	October 1, 2018 through September 30, 2019
Option Year Four:	October 1, 2019 through September 30, 2020

#### **7. CONTRACTOR RESPONSIBILITY:**

7.1 The contractor shall be responsible for ensuring all employees are qualified to perform the duties in the SOW, receive training appropriate for work in an office setting, for maintaining patient privacy, and have the appropriate background investigation completed. Any staff assigned for the performance of this contract shall have the ability to speak and read fluently in English. Reasonable accommodation will be provided whenever possible for a contractor employee with disabilities (i.e. hearing impaired, etc.).

7.2 The contractor shall ensure the appropriate warning signage and protective barriers are displayed while performing mopping tasks.

7.3 The contractor shall ensure all personnel associated with cleaning and disinfecting services are provided the proper personal protective equipment (PPE).

7.4 Contractor's personnel are required to have a background investigation initiated prior to performance on this contract. See the Contractor Personnel Security Form – Attachment 3.

7.5 Contractor personnel shall not consume food, snacks, or beverages except during specified break periods in appropriate designated break/smoking areas only. Unauthorized eating, theft or pilferage, or destruction of Government property by Contractor personnel shall constitute adequate cause for the Government to require that the Contractor immediately remove the offender(s) from employment on the VA facility premises for the duration of this contract. It is VAPIHCS's policy that smoking is not permitted at all times in any area of the office and not closer than 50 feet of the office building.

#### **8. CONTRACTOR FURNISHED ITEMS:**

8.1 All equipment, supplies are to be contractor-furnished. Contractor is responsible for having a chemical inventory on hand and Material Safety Data Sheets (MSDS) at the VA Facility for all chemicals and cleaning agent used. Contractor will not use or bring in any chemical agent to the VA Facility without an MSDS. NOTE: There are no restrooms to be serviced for the Vet Center Staff in Suite 101.

## **9. GOVERNMENT FURNISHED ITEMS:**

9.1 The Government will provide storage space for the contractor's use to store supplies, materials and equipment.

## **10. SAFETY REQUIREMENTS:**

10.1 The Contractor shall take such safety precautions as are necessary to protect the lives and health of occupants of the building during performance of contract requirements. The Contractor shall immediately correct any fire and safety deficiencies caused by his/her personnel.

## **11. QUALITY ASSURANCE SURVEILLANCE PLAN (QASP):**

11.1 The QASP will be used by the Government to monitor and evaluate the Contractor's performance. Performance will be recorded by the Contracting Officer's Representative (COR) or designated representative and when an observation indicates defective performance, the COR will request the Contractor or designated representative to initial the observation.

## **12. INVOICING**

### **12.1 Vendor Electronic Invoice Submission Methods**

Facsimile, e-mail, and scanned documents are not acceptable forms of submission for payment requests. Electronic form means an automated system transmitting information electronically according to the accepted electronic data transmission methods below:

1. VA's Electronic Invoice Presentment and Payment System – The FSC uses a third-party contractor, OB10, to transition vendors from paper to electronic invoice submission. Please go to this website: <http://ob10.com/us/en/veterans-affairs-us/> to begin submitting electronic invoices, free of charge.
2. A system that conforms to the X12 electronic data interchange (EDI) formats established by the Accredited Standards Center (ASC) chartered by the American National Standards Institute (ANSI).  
The X12 EDI Web site (<http://www.x12.org>).

### **Vendor e-Invoice Set-Up Information:**

Please contact OB10 at the phone number or email address listed below to begin submitting your electronic invoices to the VA Financial Services Center for payment processing, free of charge. If you have question about the e-invoicing program or OB10, please contact the FSC at the phone number or email address listed below:

- OB10 e-Invoice Setup Information: 1-877-489-6135
- OB10 e-Invoice email: [VA.Registration@ob10.com](mailto:VA.Registration@ob10.com)
- FSC e-Invoice Contact Information: 1-877-353-9791
- FSC e-invoice email: [vafscshd@va.gov](mailto:vafscshd@va.gov)

(END OF STATEMENT OF WORK)